



INFORMATION FOR BLUE CROSS MEMBERS CURRENTLY WITH THE BUENAVENTURA MEDICAL GROUP

The DMHC has approved a request by Blue Cross of California to transfer 12,949 Ventura County members from Buenaventura Medical Group (BMG) to alternate medical providers, effective November 1, 2006. The transfer is necessary because BMG has been purchased by Kaiser Foundation Health Plan.

As a condition of the approval, the DMHC is requiring Blue Cross to give its members the option of staying with BMG until December 31, 2006, in order to give them enough time to make a decision about transferring to an alternate medical group. The groups are Community Medical Group of the West Valley, Heritage California Medical Groups, Seaview IPA, or Ojai Valley Community Medical Group. Additionally, the DMHC has required that Blue Cross:

- Provide at least sixty days notice to members that they need to make a decision before they are automatically reassigned to a new primary care physician.
- Verify to the DMHC that each alternate medical group has the capacity to accept the new members, in the case of automatic reassignments.

What a Blue Cross member can do now:

- Contact Blue Cross Customer Service using the phone number located on their ID card and request to stay with Buenaventura Medical Group until January 1, 2007, if they choose. At that time, however, all members must transition to one of the alternate medical groups listed above.
- If a member is automatically reassigned to another medical group by Blue Cross, they can still contact Blue Cross to select another primary care physician or medical group of their choice.
- The member can do nothing and allow Blue Cross to automatically reassign them to an alternate medical group.
- Call the DMHC's HMO Help Center, if they are having a problem getting information or assistance from Blue Cross. We can help solve the problem or help the member file a complaint against Blue Cross, if necessary. The Help Center can be reached at www.hmohelp.ca.gov or by calling 1-888-HMO-2219.